



**STATE OF NEVADA**  
**Department of Administration**  
**Division of Human Resource Management**

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**CLASS SPECIFICATION**

| <u>TITLE</u>                        | <u>GRADE</u> | <u>EEO-4</u> | <u>CODE</u>   |
|-------------------------------------|--------------|--------------|---------------|
| <b>PUBLIC SAFETY DISPATCHER V</b>   | <b>34*</b>   | <b>D</b>     | <b>11.118</b> |
| <b>PUBLIC SAFETY DISPATCHER IV</b>  | <b>33*</b>   | <b>D</b>     | <b>11.120</b> |
| <b>PUBLIC SAFETY DISPATCHER III</b> | <b>31*</b>   | <b>D</b>     | <b>11.122</b> |
| <b>PUBLIC SAFETY DISPATCHER II</b>  | <b>29*</b>   | <b>D</b>     | <b>11.124</b> |
| <b>PUBLIC SAFETY DISPATCHER I</b>   | <b>27*</b>   | <b>D</b>     | <b>11.126</b> |

**SERIES CONCEPT**

Public Safety Dispatchers perform technical communications work in the operation of a district, central, or statewide communications center including but not limited to: providing assistance to law enforcement units in both routine and emergency situations; dispatching enforcement units and other emergency mobile units from a computerized dispatch center; researching various criminal justice records systems and transmitting the required information; placing telephone calls for officials and registered vehicle owners at accident scenes; providing assistance to other law enforcement agencies as requested; maintaining a variety of logs and records; and preparing statistical summaries on center activities.

Operate computerized dispatch consoles and determine which information resource to access for expediency and situational relevance; interpret information received and transmitted; enter, retrieve and edit data; and ensure accurate storage of the system's activities on magnetic tapes.

Provide dispatch support to State and federal law enforcement entities and/or peace officers outside of the agency, following each entity's procedural guidelines; ensure adherence to the regulations, policies and procedures of various criminal justice records systems by the entities; interpret information received and transmitted; access appropriate information resources or data bases; and dispatch specialized emergency support units for the entities.

Respond to routine and emergency telephone calls from citizens and law enforcement/criminal justice entities; take control of the conversation and extract pertinent information; determine whether the caller is authorized to receive the requested information; assess appropriate information resources; answer the calls of other entities during off-hours as assigned.

Enter, modify, confirm and delete warrants by accessing the Nevada Criminal Justice Information System (NCJIS) and the National Crime Information Center (NCIC); produce warrant abstractions upon requests by law enforcement/criminal justice agencies as assigned.

Provide daily and routine equipment maintenance by troubleshooting problems and correcting/adjusting if possible; consult manuals and vendor contracts; contact vendor or repair service for service call; and prepare written documentation of equipment problem and resolution.

Assist in training new employees and provide orientation to communications center policies and procedures; observe and coach dispatch work at the computerized consoles; and provide instruction in the authorized use, screen formatting and confidentiality standards of the various criminal justice records systems.

Assist in communication center and/or applicant background checks by reviewing personal history statements; access the appropriate criminal justice information system, place telephone calls or write letters; and ensure accurate, complete information is recorded for each applicant in the appropriate file.

Perform related duties as assigned.

**\* Reflects a 2-grade, special salary adjustment authorized by the 2005 Legislature to improve recruitment and retention.**

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## **CLASS CONCEPTS**

**Public Safety Dispatcher V:** Positions allocated to this class, in addition to performing the full range of duties in the series concept, are responsible for the 24-hour operation of a Nevada Highway Patrol Communications center. Incumbents manage and supervise the activities of shift supervisors and their subordinates; participate in the design, development, implementation and maintenance of computer aided dispatch centers and the automated accident reporting system; develop and monitor budgets for center operations; develop goals, objectives and work programs for center operations and staff; represent the center at NHP command staff meetings and are responsible for coordinating NHP communications center activities with other law enforcement agencies.

**Public Safety Dispatcher IV:** Under general direction, incumbents perform the full range of duties in the series concept and, in addition, supervise a staff of dispatchers in the operation of an area or centralized communications center. Public Safety Dispatcher IV's delegate and review work assignments; provide training and complete performance evaluations; assess staffing needs and develop the work schedules of technicians to ensure the communications center is staffed 24 hours a day, 7 days a week.

Develop, implement and update procedures for a communications center, including those to ensure compliance with department policy and procedure, NCIC, NCJIS and NLETS (National Law Enforcement Telecommunication System) rules, regulations and policies, and with applicable laws and regulations for various federal, State and local agencies.

Implement training for staff and administer examinations to demonstrate proficiency required by various criminal information systems standards; provide law enforcement communications training to department personnel.

Assess equipment, training, travel and staffing needs; prepare cost projections; and submit information to management as a preliminary budget for a communications center.

Collect, organize and maintain materials from entities serviced such as policies, procedures, functions and updates; prepare statistical reports for submission to management; conduct audits and quality control checks regarding the entry, modification, deletion and validation of law enforcement records (i.e., warrants, criminal history); coordinate with other law enforcement communications centers; respond to information requests from the media; and testify at court and administrative proceedings regarding evidentiary communications records.

**Public Safety Dispatcher III:** Under direction, at the journey level, incumbents perform the full range of duties in the series concept and, in addition, may act as lead worker over lower level dispatchers.

**Public Safety Dispatcher II:** Under supervision, in an advanced trainee capacity, incumbents perform the full range of duties in the series concept and may progress to Public Safety Dispatcher III under the provisions of NAC 284.190.

**Public Safety Dispatcher I:** Under close supervision, in a trainee capacity, incumbents receive training in the duties described in the series concept and may progress to Public Safety Dispatcher II under the provisions of NAC 284.190.

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## **MINIMUM QUALIFICATIONS**

### **SPECIAL REQUIREMENTS:**

- \* Pursuant to NRS 284.4066, all positions in this series have been identified as affecting public safety. Persons offered employment in these positions must submit to a pre-employment screening for controlled substances.
- \* Some positions require work on evenings, weekends, and/or holidays.

### **INFORMATIONAL NOTES:**

- \* Incumbents must pass the NCIC certification examination within six months of appointment and every two years as a condition of continuing employment.
- \* Applicants must meet the minimum typing speed established by the agency at the time of recruitment.

### **PUBLIC SAFETY DISPATCHER V**

**EDUCATION AND EXPERIENCE:** Five years experience in law enforcement communications including control of ten or more units and the use of State and national criminal justice information systems and two years in a lead or shift supervisor capacity; **OR** two years of experience as a Public Safety Dispatcher IV in Nevada State service. (*See Special Requirements and Informational Notes*)

**ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES** (required at time of application):

**Detailed knowledge of:** regulations, policies and procedures governing the operations and activities of a law enforcement communication center as applied to directing, advising, and coordinating operations.

**General knowledge of:** supervisory techniques and practices which involved coordinating, directing, and scheduling dispatchers; *and all knowledge, skills and abilities required of the lower levels.*

**FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES** (typically acquired on the job):

**Working knowledge of:** Nevada State budgeting process to develop and administer budgets; other resource agencies' operations, procedures and policies as they pertain to law enforcement communications; supervisory techniques.

### **PUBLIC SAFETY DISPATCHER IV**

**EDUCATION AND EXPERIENCE:** Five years experience in law enforcement communications including control of ten or more units and the use of State and national criminal justice information systems; **OR** two years of experience as a Public Safety Dispatcher III in Nevada State service. (*See Special Requirements and Informational Notes*)

**ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES** (required at time of application):

**Knowledge of:** the agency's operating policies and procedures; various types and jurisdictions of law enforcement and criminal justice agencies; types of available public safety organizations that support law enforcement activities. **Ability to:** prepare and maintain a variety of comprehensive reports and records; deal with supervisors, peers and subordinates tactfully and effectively; *and all knowledge, skills and abilities required of the lower levels.*

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## MINIMUM QUALIFICATIONS (cont'd)

### PUBLIC SAFETY DISPATCHER IV (cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

**Knowledge of:** regulations, policies and procedures governing the operations and activities of a law enforcement communication center as applied to supervising, directing and advising operations. **Ability to:** evaluate activities and applied practices using various techniques and principles to determine operations and performance compliance with system requirements; identify specific non-compliance areas or problems and initiate and prepare individual training courses on a variety of topics; read, interpret and apply new regulations, policies and procedures with limited assistance; supervise staff including organizing work flow to accomplish established objectives, delegating responsibility, training, evaluating work effectiveness and proficiency, and administering necessary discipline.

### PUBLIC SAFETY DISPATCHER III

EDUCATION AND EXPERIENCE: Three years experience in law enforcement communications including control of ten or more units and the use of State and national criminal justice information systems; **OR** one year of experience as a Public Safety Dispatcher II in Nevada State service. (*See Special Requirements and Informational Notes*)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

**Detailed knowledge of:** capabilities and screen formats of criminal justice information systems such as, but not limited to, NCIC, NLETS, CLETS, NCJIS, SCOPE, and OLETS; communications center functions and capabilities in order to train lower level technicians. **Knowledge of:** security, confidentiality and privacy regulations; maintenance contracts for resolution of equipment malfunctions; location of NHP Troopers and other law enforcement units assigned geographically throughout the responsible area of the assigned Communications Center. **Ability to:** handle a large volume of radio, telephone and telecommunication traffic; work independently and follow through on assignments with minimal direction.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

**Knowledge of:** effective training or coaching techniques used in training lower level dispatchers; warrant system procedures for entering, deleting, editing, and confirming information; public relations principles and practices; law enforcement terminology as applied to operating a computerized law enforcement communication dispatch console. **Ability to:** adjust priorities quickly as circumstances dictate; assist in drafting communication center procedures; assess situations and make comparisons to judge whether they are similar to or different from prescribed standards; *and all knowledge, skills and abilities required of the lower levels.*

### PUBLIC SAFETY DISPATCHER II

EDUCATION AND EXPERIENCE: Two years of experience in law enforcement communications or dispatch work; **OR** one year of experience as a Public Safety Dispatcher I in Nevada State service. (*See Special Requirements and Informational Notes*)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

**General knowledge of:** the capabilities of criminal justice information systems; common office procedures for reports and records. **Ability to:** perform routine dispatch work; deal efficiently and tactfully with the public and various law enforcement officers; work as part of a team; *and all knowledge, skills and abilities required at the lower level.*

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## MINIMUM QUALIFICATIONS (cont'd)

### PUBLIC SAFETY DISPATCHER II (cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

**Knowledge of:** agency procedures, policies and programs; functions and communications procedures of other entities serviced by the communications center; security, confidentiality and privacy regulations; law enforcement terminology as applied to operating a computerized dispatch console; geography of Nevada and its major highways. **Ability to:** operate a computerized dispatch console; efficiently and accurately respond to requests for information using criminal justice information systems such as, but not limited to, NCIC, NLETS, CLETS, NCJIS, SCOPE and OLETS; recognize an emergency situation and take appropriate action.

### PUBLIC SAFETY DISPATCHER I

EDUCATION AND EXPERIENCE: Graduation from high school or the equivalent and two years experience in clerical, data entry, telephone switchboard or radio telephone work; **OR** an equivalent combination of education and experience. Additional experience can be substituted for high school education. (*See Special Requirements and Informational Notes*)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

**Knowledge of:** standard office practices and procedures; arithmetic necessary to produce statistical reports. **Ability to:** maintain alpha/numeric files and records; establish and maintain effective working relationships with employees, other agencies and the general public; understand and carry out oral and written instructions; communicate orally and in writing; work under frequent interruptions and distractions; prioritize work; operate keyboard equipment; and memorize data.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

**General knowledge of:** the organizational work unit where employed; other entities serviced by communication center. **Knowledge of:** geography of Nevada and its highways within the responsible area of the assigned Communications Center. **Ability to:** memorize data as it applies to criminal justice information systems; handle a variety of information requests; speak clearly and distinctly using correct English.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

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|              | <u>11.118</u> | <u>11.120</u> | <u>11.122</u> | <u>11.124</u> | <u>11.126</u> |
| ESTABLISHED: | 6/12/95R      | 8/2/91R       | 8/2/91R       | 8/2/91R       | 8/2/91R       |
|              | 11/26/96UC    | 4/3/92UC      | 4/3/92UC      | 4/3/92UC      | 4/3/92U       |
| REVISED:     |               | 7/1/93P       | 7/1/93P       | 7/1/93P       | 7/1/93P       |
|              |               | 8/31/92PC     | 8/31/92PC     | 8/31/92PC     | 8/31/92PC     |
| REVISED:     |               | 9/24/93PC     | 9/24/93PC     | 9/24/93PC     | 9/24/93PC     |
| REVISED:     |               | 6/12/95R      |               |               |               |
|              |               | 11/26/96UC    |               |               |               |
| REVISED:     | 10/1/97UC     | 10/1/97UC     | 10/1/97UC     | 10/1/97UC     | 10/1/97UC     |
| REVISED:     | 12/18/00UC    |               |               |               |               |
| REVISED:     | 6/29/01UC     | 6/29/01UC     | 6/29/01UC     | 6/29/01UC     | 6/29/01UC     |
| REVISED:     | 7/1/05LG      | 7/1/05LG      | 7/1/05LG      | 7/1/05LG      | 7/1/05LG      |